

SHIV PATEL

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Education

McMaster University

Bachelor of Engineering, Software Engineering Co-Op

Hamilton, Ontario

Sept. 2023 - Apr. 2027 (Expected)

- Awards: Engineering Dean of Excellence Award (\$7500), McMaster University Award of Excellence (\$3000)
- Tools: Microsoft Office (Word, Outlook, Excel, Teams, Forms, Powerpoint), Canva

Work Experience

McMaster University Housing & Conference Services

Residence Life Staff - Community Advisor

Apr. 2024 – TBD

Hamilton, ON | Hybrid

- Develop interactive activities to promote personal dignity and mutual respect within the assigned community area.
- Ensure the physical, mental, and social safety of all participants, promptly reporting any issues to supervisors.
- Maintain confidentiality while liaising with internal stakeholders on student services matters.
- Conduct regular rounds of residence buildings, promoting staff engagement and community standards through the coordination of initiatives and events.

Events Plus Management

Concession Stands Attendant

Sept. 2021 – Oct. 2022

Toronto, ON | In-Person

- Greet and assist an average of **500 customers daily** with a friendly attitude, providing detailed information about available products to facilitate decision-making processes.
- Prepare and serve a diverse range of food items, beverages, and snacks, **processing over 200 transactions per shift** while adhering to strict hygiene and safety protocols.
- Successfully **resolved an average of 5 customer complaints or concerns per week**, ensuring customer satisfaction and upholding venue policies and standards.
- Collaborate with a **team of 6 concession stand attendants during peak periods**, maintaining efficient operations and managing crowd flow to prevent long wait times.

Toronto District School Board (TDSB)

Math Tutor

Apr. 2022 – June 2022

Toronto, ON | Hybrid

- Implement personalized tutoring sessions tailored to each student's needs, covering topics from grade 9 to grade 12 Ontario curriculum.
- Utilize hybrid teaching methods incorporating both online resources and in-person sessions to maximize learning outcomes and accommodate diverse learning styles.
- Track student progress through regular assessments and evaluations, aiming for a **minimum grade increase of 10% on tests** and a **cumulative course grade increase of at least 15%** over the tutoring period.
- Provide additional support and resources to strengthen fundamental math skills, ensuring students develop a solid foundation for more advanced topics.

York Memorial CI/Toronto District School Board

Cricket Official

Apr. 2022 – May 2022

Toronto, ON | In-Person

- Officiated cricket matches at the varsity high school level, demonstrating a comprehensive understanding of the laws and regulations governing the sport.
- Maintained impartiality and professionalism while making crucial decisions under pressure, ensuring fair play and upholding the integrity of the game.
- Collaborated effectively with fellow umpires to ensure consistent decision-making and fair play during cricket matches.

Volunteer Experience/Extra-Curriculars

MacEng Ambassador & Tour Guide

Hours Accumulated: 50

Sept. 2023 – Present

Hybrid

- Expertly conduct guided tours and provide comprehensive information to prospective students about McMaster's engineering programs and campus life.
- Represent the engineering faculty at recruitment events and University fairs, positively engaging with potential students and offering insights into admission requirements.

York Memorial CI Cricket Assistant Coach/Mentor

Hours Accumulated: 50

July 2023 – Present

Hybrid

- Assisted head coach (M. Ram) in developing tailored training programs to enhance players' technical skills, strategic thinking, and physical conditioning.
- Provided mentorship and guidance to varsity boys cricket team members, fostering a supportive and motivational environment to maximize individual and team performance.

OSCA Cricket Official & Scorekeeper

Hours Accumulated: 30

May 2023 – Present

In-Person

- Experienced cricket match official with comprehensive knowledge of the rules and regulations governing cricket matches.
- Proficient match scorekeeper with a keen eye for detail and accuracy in recording match statistics and scores.